



## OFFICE OF INJURED EMPLOYEE COUNSEL

### Austin Central Office (Metro)

7551 Metro Center Drive, Suite 100, Austin, Texas 78744

(512) 804-4170 | F: (512) 804-4181 | [oiec.texas.gov](http://oiec.texas.gov) | @OIEC

*The Office of Injured Employee Counsel does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or in the provision of services. Any request for reasonable accommodation needed during the application process should be communicated by the applicant to staff in the application area.*

#### **Veterans' Preference:**

**To receive veterans' preference, applicants must provide at least one the following documents with their State of Texas Application:**

- a copy of the DD 214, member #4;
- a statement of compensation from the Veterans Benefits Administration; or
- a copy of the DD 1300.

Applicable Military Occupational Specialty (MOS) codes are included, but not limited to the following:

92, Logistics, 741X, 0100, 01, 3A, 3M

Additional Military Crosswalk information can be accessed at:

[http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC\\_AdministrativeSupport.pdf](http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf)

### **Current Opportunity:      Customer Support Specialist**

Reposted & Amended (10/5/16) - Internal/External – OIEC Employees and the General Public

The Customer Support Specialist is selected by the Regional Director and reports to the Regional Manager. Provides information and assistance to injured employees about the workers' compensation system and answers general information questions regarding workers' compensation benefits, laws and rules, policies and procedures. Assists injured employees with claim specific questions and appropriate referrals. Some travel may be required for training and conferences. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

#### **This position:**

- answers walk-in and telephone customer questions;
- provides preliminary information and general assistance in claims activities including providing brochures and forms;
- verifies, updates and corrects claim information utilizing mainframe system;
- reviews and logs receipt of forms;
- documents all customer contact;
- attempts to resolve disputes at all stages of the claim process;
- explains and provides information about rights, responsibilities and services;
- telephones other parties for clarity and/or resolution to possible disputes;
- refers unresolved disputes to the appropriate staff; and
- makes applicable social service referrals and assists injured employees with contacting appropriate licensing boards for complaints against health care providers.



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**Unless specifically and expressly stated otherwise, regular attendance is an essential function of every OIEC job.**

#### **Qualifications:**

Graduation from high school or equivalent. Education and experience relevant to position requirements may be substituted for one another on a year-for-year basis.

#### **Additionally, this position requires:**

- eighteen months full-time experience in a customer service industry and office practices and administrative procedures.

#### **Preferences for this position include:**

- college level course work;
- health care or social work experience;
- paralegal and/or dispute resolution experience;
- call center customer service experience; and
- bilingual in English and Spanish language skills (oral and written).

#### **This position requires demonstrated knowledge of:**

- mainframe and software applications, including Microsoft Office (Word, Excel, and Outlook); and
- Texas Workers' Compensation Act, Division of Workers' Compensation (DWC), and Office of Injured Employee Counsel (OIEC) rules, policies and procedures.

#### **This position requires demonstrated skill in:**

- applying and explaining complex laws, rules, policies and procedures to others; and
- use of correct grammar, punctuation and spelling.

#### **This position requires the demonstrated ability to:**

- handle multiple tasks simultaneously;
- gather, assemble, correlate, and analyze facts;
- perform visual activities requiring prolonged attention to detail such as editing and proofreading;
- hear and understand speech to interact with co-workers/clients/customers on a routine basis with or without the use of amplifying equipment/hearing aids;
- travel for attending conferences; and
- communicate effectively with all levels of employees and the public.

**Work Hours: Monday – Friday 8:00am – 5:00pm**

***OIEC will conduct a criminal background check on all final candidates. An applicant who has been convicted of a criminal offense relevant to the position may be disqualified from employment.***



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Send State of Texas application to [OIECInbox@oiec.texas.gov](mailto:OIECInbox@oiec.texas.gov)

#### Job Details:

Opening Date:	September 19, 2016
Functional Title:	Customer Support Specialist
Classification Title:	Customer Service Representative III
Status:	Reposted & Amended (10/5/16, 9/27/16) - Internal/External – OIEC Employees and the General Public
Application Deadline:	Until Filled
Pay Group:	A13
Monthly Salary:	\$2,666.02
Annual Salary:	\$31,992.24
Job Posting Number:	17-025
Location:	1515 W. Mockingbird Lane, Suite 100, Dallas, Texas 75235
Travel Required:	15%